

# 4 2161

Docket No. AAA-003



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : William K. Slate II et al.

Application No.: 09/990,402 Confirmation No.: 3669

Filed : November 21, 2001

For : ELECTRONIC SYSTEMS AND METHODS FOR  
DISPUTE MANAGEMENT

Group Art Unit : 2161

Examiner : Not yet assigned

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Technology Center 2100

New York, New York  
January 28, 2002

Hon. Commissioner for Patents  
P.O. Box 2327  
Arlington, Virginia 22202

TRANSMITTAL LETTER FOR  
INFORMATION DISCLOSURE STATEMENT

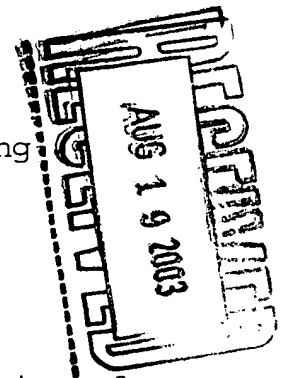
Sir:

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GROUP 3600

Transmitted herewith is an Information Disclosure  
Statement in the above-identified application. This  
Statement is submitted:

- ☒ [X] within three months of the application filing date;
- ☐ [ ] more than three months from the application filing date but before the mailing date of the first Office Action on the merits.

In accordance with 37 C.F.R. § 1.97, submission of  
this Statement requires no fee. However, if for any reason  
a fee is due, the Director is hereby authorized to charge  
payment of any fees required in connection with this  
Information Disclosure Statement to Deposit Account



No. 06-1075. A duplicate copy of this letter is transmitted herewith.

Respectfully submitted,



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*ANALYST, VA 22202*

*January 28, 2002*  
*Chaire J. Saintin*  
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Signature of Person Signing



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INFORMATION DISCLOSURE STATEMENT

Sir:

In accordance with 37 C.F.R. §§ 1.56 and 1.97,  
applicants wish to call the attention of the Examiner to the  
following documents:

U.S. Patents

Burchetta et al.	6,330,551	12/11/01
Sloo	5,895,450	04/20/99
Sloo	5,668,953	09/16/97
Thiessen	5,495,412	02/27/96

Foreign Patents

PCT	WO 00/68865	11/16/00
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Other Documents

V.W. Mitchell, "Handling Consumer Complaint Information: Why and How?," Logistics Information Management, Vol. 6, No. 3, 1993, pp. 20-26.

"Get it Straight From the Consumer," Success, Vol. 40, No. 8, October 1993, p. 41.

These documents are listed on the accompanying Form PTO-1449 (submitted in duplicate) and copies are enclosed herewith.

It is respectfully requested that these documents be: (1) fully considered by the Patent and Trademark Office during the examination of this application; and (2) printed on any patent which may issue on this application. Applicants request that a copy of Form PTO-1449, as considered and initialized by the Examiner, be returned with the next communication.

Consideration of the foregoing in relation to this patent application is respectfully requested.

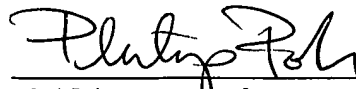
Respectfully submitted,

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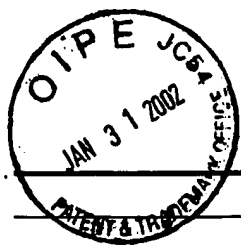
January 28, 2002  
Claire J. Saintel

Signature of Person Signing



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FORM PTO-1449

U.S. DEPARTMENT OF COMMERCE  
PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.  
AAA-003SERIAL NO.  
09/990,402INFORMATION DISCLOSURE  
STATEMENT BY APPLICANTAPPLICANT  
William K. Slate II et al.CONFIRMATION  
NO. 3669FILING DATE  
November 21, 2001GROUP  
2161

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	6,330,551	12/11/01	Burchetta et al.			
	5,895,450	04/20/99	Sloo			
	5,668,953	09/16/97	Sloo			
	5,495,412	02/27/96	Thiessen			

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## FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
	WO 00/68865	11/16/00	PCT	G06F	19/00		

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**GROUP 3600**

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER INITIAL	
	V.W. Mitchell, "Handling Consumer Complaint Information: Why and How?," Logistics Information Management, Vol. 6, No. 3, 1993, pp. 20-26.
	"Get it Straight From the Consumer," Success, Vol. 40, No. 8, October 1993, p. 41.

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not conformance and not considered. Include copy of this form with next communication to applicant.